

Information Technology Resource Management Council (ITRMC)
Access Idaho Steering Committee

Meeting Minutes
(Approved by Committee March 20, 2003)

October 24, 2002

The Access Idaho Steering Committee monthly meeting was held on Thursday, October 24, 2002, from 1:35 to 2:10 p.m., in the East Conference Room of the Joe R. Williams Building, Boise, ID.

CALL TO ORDER, WELCOME

Chairman **Bill Farnsworth**, who welcomed members and others in attendance, called the meeting to order.

ATTENDANCE

Members Present:

Bill Farnsworth, ITRMC Staff
John McAllister, Department of Labor
Susan Simmons, Idaho Transportation Dept.
Scott Somerhalder, Access Idaho

Absent Members:

Chuck Goodenough, Secretary of State's Office
Mark Little, Division of Purchasing
Rob Spofford, Department of Water Resources

Others Present:

Jon Eckerle, Department of Administration
Emily Gales, ITRMC Staff
Jeff Walker, Access Idaho

REPORT FROM ACCESS IDAHO

Scott Somerhalder, Access Idaho, reviewed the Access Idaho **General Manager's (GM) Report**.
(Refer to handout: <http://www2.state.id.us/itrmc/committees/accessidaho/sep02gmreport.pdf>.)

There was some discussion regarding the building of **interactive voice response (IVR) applications**.

REVIEW OF SERVICE LEVEL AGREEMENTS

Idaho Bureau of Occupational Licenses (IBOL) Service Level Agreement (SLA)

Somerhalder briefly explained the 'Payment and Collection' section of the Agreement.

MOTION: McAllister moved and Simmons seconded a motion to approve the Idaho Bureau of Occupational Licenses SLA, contingent upon review by the IBOL and Department of Administration deputy attorneys general, and the motion passed unanimously.

MOTION: McAllister moved and Simmons seconded a motion to approve Addendum F to the Idaho Transportation Department SLA, contingent upon review by the Department of Administration deputy attorney general, and the motion passed unanimously.

NEW BUSINESS

Somerhalder discussed a meeting held with the Department of Insurance concerning an issue with "down-time" the agency was experiencing. Through communication, the issue was resolved.

McAllister mentioned the **Department of Labor's online application for initial claim of unemployment insurance** would go live statewide on October 25.

ADJOURNMENT

As there was no other new business to come before the Committee, Chairman Farnsworth thanked those in attendance and adjourned the meeting at 2:10 p.m. The next Access Idaho Steering Committee meeting was scheduled for Thursday, November 21, 2002, from 1:30 - 3:00 p.m. in the East Conference Room, JRW Building.

Respectfully submitted,

Emily Gales
ITRMC Assistant